## F.  WAGE DETAIL FILE UPLOAD TROUBLESHOOTING

Use these general pointers if you are having trouble uploads, or data from uploads does not seem to be handled correctly by the system.

- When wage detail information seems to have imported or calculated incorrectly, many times it is due to an incorrect employee SSN in a wage filing.
  - Always check for typos in SSNs first when reviewing data for problems.
  - For delimited file uploads, always verify that the cells in the delimited file had the right number format. Many cells are formatted as 'Text' expressly to handle data (like SSNs and zip codes) beginning with '0'.
- File uploads are rejected outright if:
  - The Employer Account Number (EAN) is not included in the file name.
  - 25% or more of the errors with the file are fatal errors.